



UK COLLEGE OF IT LTD.

POLICIES & REGULATIONS

PUBLIC POLICY HANDBOOK

Institutional Policy Framework for Learners, Applicants, Staff and Public Website Users

Document status	Public / Institutional Policy Handbook
Version	2.0
Effective date	11 August 2026
Review cycle	At least annually and following material legal, regulatory, operational or institutional change
Policy owner	Senior Management
Applies to	Applicants, learners, tutors, assessors, staff, contractors, partners and public website users, as applicable
Primary delivery model	Online / distance learning

1. Introduction

This Public Policy Handbook provides a consolidated overview of the principal public-facing policies and regulations of UK College of IT Ltd. (“UK College of IT”, “the College”, “we”, “us” or “our”).

The Handbook is intended to make the College’s expectations, learner protections, institutional responsibilities and key procedures accessible from one location. It should be read together with the individual policies listed in this document.

Where a detailed policy contains a specific procedure or deadline, that policy takes precedence for the relevant matter. Where applicable law provides a mandatory right or protection, the law takes precedence over any inconsistent wording in an institutional policy.

The College aims to operate a transparent, learner-centred and evidence-based quality framework. The College’s current framework is CPD-neutral: this Handbook does not state or imply that the College or any programme is currently CPD accredited or certified.

2. Purpose of the Handbook

The Handbook has five principal purposes:

- provide a clear public overview of institutional policies;
- identify the rights and responsibilities of learners and the College;
- provide transparent routes for complaints, appeals, support and safeguarding;
- support consistent implementation of College procedures; and
- provide a controlled reference point for policy governance and continuous improvement.

3. Policy Governance

Senior Management retains overall responsibility for the institutional policy framework.

Policy owners are responsible for maintaining their individual policies, monitoring implementation, identifying required updates and escalating material issues.

Policies should be reviewed at least annually and sooner where there is a significant legal, regulatory, operational, safeguarding, technological or educational change.

Material policy changes should be version-controlled and communicated to affected users.

The College should maintain an appropriate audit trail showing policy approval, version, effective date, review date and responsible owner.

4. Hierarchy of Documents

The College’s policy framework should be understood in the following order:

1. Applicable law and mandatory regulatory requirements;
2. Contractual terms and programme-specific enrolment arrangements;
3. Institutional policies and procedures;

4. Programme specifications, learner handbooks and assessment documentation;
5. Operational guidance and internal working instructions.

Where two documents appear inconsistent, the College will seek to interpret them consistently and will apply the higher-ranking legal or contractual requirement where necessary.

5. Public Policy Register

Policy	Primary purpose	Status	Version
Terms & Conditions	Contractual terms, enrolment, programme access and learner obligations	Public	Version 2.0
Refund & Cancellation Policy	Cancellation, refunds, deferrals and transfers	Public	Version 2.0
Privacy Policy	Personal-data processing and data-subject rights	Public	Version 2.0
Cookie Policy	Cookies and similar technologies	Public	Version 2.0
Complaints Policy	Service and institutional complaints	Public	Version 2.0
Equality, Diversity & Inclusion Policy	Equality, inclusion and non-discrimination	Public	Version 2.0
Safeguarding Policy	Protection from abuse, neglect and serious harm	Public	Version 2.0
Accessibility Statement	Website and learning-accessibility information	Public	Version 2.0
Academic Integrity & Plagiarism Policy	Academic honesty and misconduct	Public	Version 2.0
Assessment & Appeals Policy	Assessment, decisions and appeals	Public	Version 2.0
Learner Code of Conduct	Expected learner behaviour	Public	Version 2.0
Learner Support Policy	Academic, administrative and welfare-related support	Public	Version 2.0
Quality Assurance	Institutional quality	Public	Version 2.1

Policy management and
continuous
improvement

6. Terms & Conditions

The Terms & Conditions establish the contractual and operational framework for purchasing and accessing College programmes and services.

They cover admission, enrolment, programme information, online delivery, learning-platform access, fees, payment, assessment, learner conduct, intellectual property, privacy, complaints, cancellation, termination, liability and governing-law provisions.

Learners should read the Terms & Conditions before enrolling. Programme-specific requirements may supplement the general Terms.

Consumer terms are intended to be clear, fair and transparent. Mandatory consumer rights are not excluded by the institutional Terms.

7. Refund & Cancellation Policy

The Refund & Cancellation Policy explains statutory and institutional cancellation rights, refund assessment, partial refunds, instalments, deferrals, transfers, College cancellation and refund processing.

Where applicable consumer distance-contract rules provide a cancellation period, the College will comply with the relevant statutory requirements and exceptions.

Refund decisions should be documented, transparent and consistent with the learner's contract and applicable law.

Refund and cancellation trends may be reviewed as quality-assurance evidence.

8. Privacy Policy

The Privacy Policy explains what personal data the College collects, why it is processed, the applicable lawful bases, recipients, retention, international transfers, security, data-subject rights and complaint routes.

Personal data should be processed lawfully, fairly and transparently and only for legitimate and defined purposes.

Safeguarding, assessment, learner support and academic records may require processing of sensitive information where a lawful basis and any required additional condition exist.

The Privacy Policy should be reviewed whenever significant changes are made to platforms, data flows, suppliers or legal requirements.

9. Cookie Policy

The Cookie Policy explains cookies and similar technologies used on the website.

It should identify categories of cookies, purposes, whether they are first- or third-party technologies, duration where appropriate, and available controls.

Cookie use must be aligned with applicable privacy and electronic-communications requirements.

Where technologies process personal data, the Cookie Policy should be read with the Privacy Policy.

10. Complaints Policy

The Complaints Policy provides a formal route for learners and other users to raise concerns about services, administration, communication, learning delivery or other College matters.

Complaints should be acknowledged and handled fairly, consistently and proportionately.

Complaints should normally be investigated by a person who is sufficiently independent from the original decision where practicable.

Complaint outcomes and recurring themes may be used as quality-improvement evidence.

11. Equality, Diversity & Inclusion Policy

The College is committed to an inclusive learning environment and does not tolerate unlawful discrimination, harassment or victimisation.

The policy applies to learners, staff, applicants and relevant partners.

Equality considerations should be integrated into programme design, assessment, learner support, recruitment, communication and digital delivery.

Reasonable adjustments should be considered where required and appropriate.

12. Safeguarding Policy

The Safeguarding Policy addresses protection from abuse, neglect, exploitation, grooming, harassment and serious harm.

It applies to online learning and professional digital communication as well as other College activities.

Concerns should be reported promptly through the designated safeguarding route. Staff should not investigate serious allegations themselves.

Where necessary and lawful, concerns may be escalated to police, local authorities or other competent agencies.

The College recognises both child-safeguarding and adult-at-risk safeguarding considerations.

13. Accessibility Statement

The Accessibility Statement explains the accessibility of the public website and provides a route for reporting accessibility barriers.

The College aims to make public information and learning resources usable by people with disabilities and to consider reasonable alternatives where barriers exist.

The statement should identify known limitations, available alternatives, contact arrangements and the process for requesting support.

Accessibility should be reviewed when major website or platform changes occur and at least annually.

14. Academic Integrity & Plagiarism Policy

Academic integrity requires learners to submit work honestly and authentically.

Academic misconduct may include plagiarism, collusion, contract cheating, impersonation, fabrication, falsification, unauthorised assistance and misuse of technology.

AI use must follow programme-specific assessment instructions. Learners remain responsible for the accuracy, integrity and authorship of submitted work.

Investigations should be fair, evidence-based and documented. Sanctions should be proportionate to the circumstances and applicable programme rules.

15. Assessment & Appeals Policy

Assessment must be aligned with learning outcomes and published criteria.

Assessors should apply criteria consistently and provide constructive feedback.

Where internal quality assurance is used, assessment decisions may be sampled and reviewed.

Eligible learners may appeal specified decisions through the published appeal route. The appeal process is not intended to replace ordinary academic feedback or permit unlimited reassessment.

16. Learner Code of Conduct

Learners are expected to behave respectfully, honestly and professionally.

Prohibited behaviour may include harassment, discrimination, threats, abusive conduct, disruption, unauthorised access, misuse of College systems, academic misconduct and serious breaches of confidentiality.

Online conduct is subject to the same professional expectations as other College activities.

Serious or repeated misconduct may result in suspension or termination subject to applicable procedures and law.

17. Learner Support Policy

The College provides proportionate academic, administrative and learner-support services.

Support may include programme orientation, assessment guidance, technical signposting, progress communication, reasonable-adjustment coordination and general learner assistance.

Support does not include completing assessed work, providing prohibited assistance or replacing specialist medical, legal or psychological services.

Where specialist support is needed, the College may signpost the learner to an appropriate external service.

18. Quality Assurance Policy

The Quality Assurance Policy establishes the College's framework for programme design, delivery, assessment, tutor competence, internal quality assurance, learner feedback, annual programme review, risk management, corrective action and continuous improvement.

The College may benchmark its arrangements against relevant educational, professional, industry or regulatory standards and may seek external recognition in the future.

19. Policy Interaction and Cross-References

The policies are designed to operate together rather than as isolated documents.

Examples include: a safeguarding disclosure arising during an assessment is handled under Safeguarding while assessment procedures remain governed by Assessment & Appeals; a refund dispute may begin under Refund & Cancellation and escalate through Complaints; accessibility needs may require coordination between Accessibility, EDI and Learner Support.

Where an issue falls within several policies, the College should identify the primary procedure and use the other policies as supporting frameworks.

20. Learner Rights

Learners have the right to clear programme information, fair treatment, appropriate assessment, access to published procedures, reasonable support, appropriate privacy, safeguarding protection, consideration of accessibility needs and access to complaint or appeal routes where applicable.

Rights may vary according to programme terms and legal status, but mandatory statutory rights always remain applicable.

21. Learner Responsibilities

Learners must provide accurate information, pay applicable fees, follow programme requirements, maintain academic integrity, respect staff and other learners, protect account credentials, comply with digital-platform rules and raise concerns through appropriate channels.

Learners should keep their contact information current so that important programme and administrative communications can be delivered.

22. Staff and Tutor Responsibilities

Staff and tutors are expected to act professionally, maintain appropriate boundaries, support learners fairly, protect confidential information, follow safeguarding procedures, maintain assessment integrity and contribute to quality improvement.

Staff should escalate material risks rather than conceal errors or concerns.

23. Online Learning Standards

Online learning should provide clear instructions, accessible materials, appropriate communication, reliable assessment routes and reasonable opportunities for learner support.

Digital platforms should be used professionally and securely.

Where technical disruption materially affects learning or assessment, the College should consider proportionate mitigation such as extensions, alternative submission routes or other reasonable measures.

24. Data, Records and Evidence

The College maintains records necessary for administration, assessment, certification, quality assurance, safeguarding, complaints and legal compliance.

Records should be accurate, appropriately secured, access-controlled and retained according to documented requirements.

Quality evidence should be sufficiently traceable to demonstrate that policies operate in practice.

25. Policy Exceptions

Exceptions to policy procedures should be authorised by an appropriate responsible person and documented.

Exceptions should state the reason, scope, duration and any mitigating controls.

An exception must not be used to remove a mandatory legal right.

26. Complaints, Appeals and Escalation Map

Service or administrative complaint → Complaints Policy.

Assessment decision → Assessment & Appeals Policy.

Academic misconduct concern → Academic Integrity & Plagiarism Policy.

Safeguarding concern → Safeguarding Policy and designated safeguarding route.

Accessibility barrier → Accessibility Statement / Learner Support / EDI route.

Refund or cancellation dispute → Refund & Cancellation Policy, with Complaints escalation where applicable.

Data-protection concern → Privacy Policy and the College's designated privacy route.

27. Quality Monitoring of Public Policies

The College should monitor whether public policies are visible, current, internally consistent and accessible.

Monitoring may include checking website links, contact details, version numbers, learner-facing forms, complaint routes, refund information and policy references.

Material inconsistencies should be recorded and corrected through the quality-improvement process.

28. Website Publication Standards

Public policies should be easy to locate, clearly titled, dated and version-controlled.

Policies should be written in clear language and provided in an accessible format.

Important contractual and consumer information should not be hidden or presented in a misleading way.

Where the College publishes downloadable policy documents, the website should also provide a clear navigation route to the current version.

29. Accessibility of the Handbook

The College should aim to publish the Handbook in an accessible digital format.

Documents should use meaningful headings, readable text, logical structure, accessible tables and appropriate alternative text for meaningful images.

Where a user cannot access a document, the College should provide an appropriate alternative format or assistance where reasonably practicable.

30. Policy Review and Version Control

Each policy should have an owner, version number, effective date and review cycle.

Changes should be recorded in a change log where appropriate.

Superseded versions should be archived securely where retention is necessary and should not remain misleadingly presented as current.

31. External Legal and Regulatory Updates

The College should monitor material changes affecting consumer contracts, data protection, safeguarding, accessibility, equality, online learning and other relevant areas.

Changes should be assessed for impact rather than automatically copied into policies.

Where a legal or regulatory change materially affects a policy, the policy owner should initiate review and, where necessary, interim guidance.

32. Transparency Regarding External Recognition

The College may seek external accreditation, certification or recognition in the future.

Until such recognition is formally obtained and current evidence exists, the College must not state or imply that a programme or institution is accredited, certified or recognised by an external organisation.

Marketing and website content should therefore be checked against the current approved recognition status.

33. Public Enquiries

General enquiries: info@ukcollegeofit.uk

Admissions: info@ukcollegeofit.uk

Learner Support: info@ukcollegeofit.uk

Finance / Refunds: info@ukcollegeofit.uk

Complaints: info@ukcollegeofit.uk

Safeguarding: info@ukcollegeofit.uk

Privacy: info@ukcollegeofit.uk

Accessibility: info@ukcollegeofit.uk

Registered office: Suite 3.2 Litchurch Plaza, Litchurch Lane, Derby, DE24 8AA

Appendix A – Policy Ownership Matrix

Policy	Owner	Review frequency	Key evidence
Terms & Conditions	Senior Management / Administration	Annual	Approved version / website publication
Refund & Cancellation	Finance / Learner Services	Annual	Refund records / decision log
Privacy	Privacy Lead / Senior Management	Annual	Privacy review / data records
Cookie	Privacy / Website Management	Annual	Cookie inventory / website review
Complaints	Senior Management	Annual	Complaint log / outcome analysis
EDI	Senior Management	Annual	Training / review / adjustments
Safeguarding	Designated Safeguarding Lead	Annual	Training / concern records / review
Accessibility	Website / Learner Support	Annual	Accessibility review / issue log
Academic Integrity	Academic Lead	Annual	Cases / assessment review
Assessment & Appeals	Academic Lead	Annual	Assessment and appeal records
Learner Code	Academic / Learner Services	Annual	Conduct records
Learner Support	Learner Services	Annual	Support records / feedback
Quality Assurance	Quality Lead / Senior Management	Annual	Programme reviews / IQA / action plans

Appendix B – Public Website Policy Checklist

- ☐ Terms & Conditions published
- ☐ Refund & Cancellation Policy published
- ☐ Privacy Policy published
- ☐ Cookie Policy published
- ☐ Complaints Policy published
- ☐ Equality, Diversity & Inclusion Policy published
- ☐ Safeguarding Policy published
- ☐ Accessibility Statement published
- ☐ Academic Integrity & Plagiarism Policy published
- ☐ Assessment & Appeals Policy published
- ☐ Learner Code of Conduct published
- ☐ Learner Support Policy published
- ☐ Quality Assurance Policy published
- ☐ All links tested
- ☐ Contact details current
- ☐ Version numbers current
- ☐ Effective dates current
- ☐ Superseded versions removed from active navigation
- ☐ External recognition claims verified
- ☐ Accessible document formats checked

Appendix C – Policy Consistency Review

- ☐ Terms & Conditions ↔ Refund & Cancellation aligned
- ☐ Terms & Conditions ↔ Privacy aligned
- ☐ Privacy ↔ Cookie Policy aligned
- ☐ Complaints ↔ Assessment & Appeals aligned
- ☐ Safeguarding ↔ Learner Support aligned
- ☐ EDI ↔ Accessibility aligned
- ☐ Academic Integrity ↔ Assessment & Appeals aligned
- ☐ Learner Code ↔ Academic Integrity aligned
- ☐ Learner Support ↔ Accessibility aligned
- ☐ Quality Assurance references all relevant policies
- ☐ All contact emails are consistent
- ☐ All policy version numbers are consistent
- ☐ All statutory references have been reviewed
- ☐ No unsupported accreditation/certification claims appear

Appendix D – Annual Policy Review Record

Review date: _____

Reviewer: _____

Policies reviewed: _____

Legal / regulatory changes considered: _____

Website changes considered: _____

Operational changes considered: _____

Learner feedback considered: _____

Complaints / appeals trends considered: _____

Safeguarding trends considered: _____

Quality risks considered: _____

Actions required: _____

Responsible owner: _____

Target completion date: _____

Approval date: _____

Appendix E – Document Control and Change Log

Version	Date	Change	Owner	Approval
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Appendix F – Reference Framework

- UK consumer protection and fair-contract principles
- Consumer Rights Act 2015
- Applicable distance and online contract requirements
- UK data protection framework, including UK GDPR and Data Protection Act 2018
- Data (Use and Access) Act 2025 and applicable implementation requirements
- Equality Act 2010
- Relevant safeguarding legislation and current statutory guidance
- Relevant accessibility standards and good practice, including WCAG where appropriate
- Applicable education, professional and industry standards

Appendix G – Important Status Statement

This Handbook describes the College's current institutional policy framework. It does not itself confer accreditation, regulated awarding-body status, university status, government recognition or external certification. Any such status will only be represented where the College has current documentary evidence supporting the statement.